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Student Guide to Student Staff Feedback Conversation Process and Feedback Forum



About this Guide

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Related Policy: [Student Participation Policy](#)

Introduction

SSFC stands for the Student-Staff Feedback Conversation process. Its aim is to help make your university experience better and focusses on closing the feedback loop, so you are clear about how your feedback is valued and used.

The Feedback Forum is the meeting which takes place between student academic representatives (Academic Reps) and academic staff as part of that process. Its where they have open and productive conversations about what's happening on your modules and programme and tackle issues that directly impact you - the students they represent.

Student feedback

The SSFC process aims to capture your views on your learning experience, both any immediate concerns and your wider reflections. However, the Feedback Forum may meet once or twice a semester so if there are immediate issues to be addressed, don't wait, speak directly with academic staff throughout the semester to resolve things quickly. Feedback should always be constructive and respectful.

Here are the fundamental elements of the SSFC:

- **Share previous feedback:** Feedback and actions from the last time your module ran, and the previous Feedback Forum are shared with you so you can see how the feedback has been used to shape your experience.
- **Gather feedback:** At least once a semester, Academic Reps collect student feedback on the current learning experience.
- **Discussion and action:** Academic staff convene a Feedback Forum at least once per semester, to discuss feedback and discuss broader themes, then take appropriate actions.
- **Close the feedback loop:** Reflections and actions taken in response to feedback are promptly communicated to the relevant student body.
- **Transparent communication:** all communications during the process are inclusive, accessible and respectful.

These elements are core to the process, but faculties have the flexibility to decide on specific formats and approaches, as long as the process is accessible, inclusive, and engaging.

Feedback Forum: More than feedback

Apart from addressing feedback, the Feedback Forum also provides a platform for sharing information, discussing future plans, resolving issues, and celebrating successes among students and staff. They help build trust and creates a sense of community. The SSFP keeps students in the loop as it makes sure that all the information and actions discussed with Academic Reps are shared with all students.

What is a Feedback Forum like?

Meetings are informal and friendly, with both staff and students. They may be on campus, online or hybrid to help everyone take part. There's an agenda to keep things on track, and a "chairperson" ensures everything runs smoothly. The chairperson may be a member of staff or a student. Students are full members and have an equal say at the Feedback Forum. Attendance is taken at the meeting and notes of key points and actions are recorded.

Who goes to the Feedback Forum?

Key academic staff and Academic Reps go to the meeting. The relevant student Faculty Officer may go along to support the Academic Reps and sometimes other students are also invited.

What's expected?

If you're an Academic Rep, here's what you do:

- **Share previous feedback:** Work with academic staff to share past feedback and actions with the current students.
- **Gather feedback:** from your cohort before the meeting.
- **Discussion and action:** Attend and actively contribute to meetings and share feedback constructively. Here's a guide to giving [constructive feedback](#). Remember to let the meeting know whether a viewpoint came from one person or the whole class. Consider how you and the students you represent may contribute to enhancements or solutions.
- **Close the feedback loop:** Work with academic staff to let the students you represent know the outcomes as soon as you can. This is important so they know that their feedback was heard and valued and how it will be acted upon. The module coordinator will take the lead, but your input is valuable.
- **Transparent communication:** As a minimum there should be details of feedback and outcomes shared on Canvas for your fellow students to see and the information should be accessible and engaging for the whole class. You might also agree with the module coordinator on additional ways of communicating the information and continuing the dialogue with students.
- **Discussion and action:** Collaborate with the student Faculty Officer if you need support in the process or to take further action.

Staff members:

- **Share past feedback:** Share past feedback and the actions taken.
- **Gather feedback:** Help students collect feedback before the meeting.
- **Discussion and action:** Engage openly and honestly during the process and follow through on agreed actions.
- **Transparent communication:** Promptly share feedback outcomes with students.

Other roles:

- **Chair of the Feedback Forum** has an important role in ensuring the process is effective. They organize the Feedback Forum with faculty staff; ensure the meeting details are published in good time for students to make arrangements to attend; share outcomes of the previous meeting with the meeting (closing that loop); ensure meetings are welcoming and stay on track; create space at the meetings for discussion of wider topics; records outcomes; and ensures there are clear plans to share outcomes promptly and clearly with the student cohorts. They monitor that this has been done.
- **Faculty Officer** supports Academic Reps and reports meeting outcomes to the Students' Union VP Education. They also take part in the Faculty Learning and Teaching Committee (FLTC), so they contribute to solutions and innovation.
- **Head of Division** is responsible for ensuring representation across cohorts and the SSFC process is effective and overseeing action completion in their division.

Actions and Outcomes

Academics will change things based on feedback if it is possible, everyone agrees, and it makes sense. Even when they can't change things, academic staff will explain what they are doing and why, so students understand the decisions being made.

Outcomes and actions are reported to and monitored by various bodies including the Head of Division, Faculty Learning and Teaching Committee, the students affected, and the VP Education.

You should find outcomes and actions from past Feedback Forum meetings along with other feedback which has helped shaped your module in the "Story of the Module" space on Canvas.

So, the SSFC process is all about offering constructive feedback and working with academic staff to turn that feedback into an enhanced university experience for you and other students. It's teamwork between staff and students in action!

If things go wrong

If you feel the process has not worked well, for example if a Feedback Forum has not taken place or students have not been advised of the outcomes and actions, then speak to the VP Education in the Students' Union or the Associate Dean for Learning and Teaching in your Faculty, so issues can be resolved quickly.

Academic Reps: Here's some example questions you could ask your peers, to prepare for your Feedback Forum:

What is working well?

Did you feel prepared for this module, what would have helped you to get to grips with it quicker?

What one thing could be changed to make the experience better?

Are you clear about assessment on the module?

Are the material and delivery on this module inclusive for students from different backgrounds?

Do you feel connected with other students and the staff on this module? What would help?

Is this an individual issue or is this affecting lots of students ?